

IFC 2152

PTO/SB/21 (09-04)

Approved for use through 07/31/2006. OMB 0651-0031

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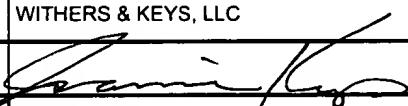
Total Number of Pages in This Submission

Application Number	09/892,663
Filing Date	June 28, 2001
First Named Inventor	Smith et al.
Art Unit	2152
Examiner Name	Chankong
Total Number of Pages in This Submission	6
Attorney Docket Number	20009.0133US01 (BS00-354)

ENCLOSURES (Check all that apply)

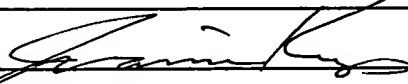
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SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

Firm Name	WITHERS & KEYS, LLC		
Signature			
Printed name	Jeramie J. Keys		
Date	May 15, 2006	Reg. No.	42,724

CERTIFICATE OF TRANSMISSION/MAILING

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Signature			
Typed or printed name	Jeramie J. Keys	Date	May 15, 2006

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S/N 60/892,663

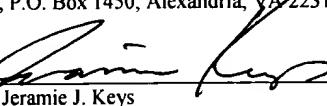
PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant:	Smith	Examiner:	Chankong, D.
Serial No.:	09/892,663	Group Art Unit:	2152
Filed:	June 28, 2001	Docket No.:	20009.0133US01(BS00-354)
Title:	Technician Wireline and Wireless Intranet Access Via Systems Interface to Legacy Systems		

CERTIFICATE UNDER 37 CFR 1.8:

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By: 
Name: Jeramie J. Keys

INFORMATION DISCLOSURE STATEMENT (37 C.F.R. § 1.97(b))

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

With regard to the above-identified application, the items of information listed on the enclosed SB08 form are brought to the attention of the Examiner.

This statement should be considered because it is submitted before the first office action on the merits after the filing of a request for continued examination. Accordingly, no fee is due.

In accordance with 37 C.F.R. §1.98(a)(2), a copy of each foreign patent document and non-patent literature listed on the enclosed SB08 form is provided.

No representation is made that a reference is "prior art" within the meaning of 35 U.S.C. §§ 102 and 103 and Applicants reserve the right, pursuant to 37 C.F.R. § 1.131 or otherwise, to establish that the reference(s) are not "prior art." Moreover, Applicants do not represent that a reference has been thoroughly reviewed or that any relevance of any portion of a reference is intended.

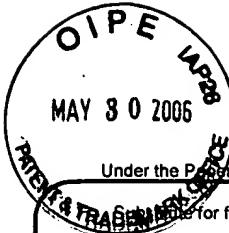
Application Number: 09/892,663
Attorney Docket Number: 20009.0133US01

Consideration of the items listed is respectfully requested. Pursuant to the provisions of M.P.E.P. 609, it is requested that the Examiner return a copy of the attached SB08 form, marked as being considered and initialed by the Examiner, to the undersigned with the next official communication.

Please charge any additional fees or credit any overpayment to Deposit Account No. 503025.

WITHERS & KEYS, LLC
P.O. Box 71355
Marietta, GA 30007-1355
678-565-4748

By 
Name: Jeramie J. Keys
Reg. No.: 42,724
Initials: JJK



MAY 30 2006

PTO/SB/08A (08-03)

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Substitute for form 1449/PTO

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(Use as many sheets as necessary)

Sheet 1 of 3

Complete if Known

Application Number	09/892,663
Filing Date	June 28, 2001
First Named Inventor	Smith et al.
Art Unit	2152
Examiner Name	Chankong, D.
Attorney Docket Number	20009.0133US01 (BS00-354)

U. S. PATENT DOCUMENTS

FOREIGN PATENT DOCUMENTS

Examiner Signature		Date Considered	
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¹EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. ²Applicant's unique citation designation number (optional). ³See Kinds Codes of USPTO Patent Documents at www.uspto.gov or MPEP 901.04. ⁴Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁵For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁶Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST.16 if possible. ⁷Applicant is to place a check mark here if English language Translation is attached.

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<p>Substitute for form 1449/PTO</p> <p>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</p> <p><i>(Use as many sheets as necessary)</i></p>				Complete if Known	
				Application Number	09/892,663
				Filing Date	June 28, 2001
				First Named Inventor	Smith et al.
				Art Unit	2152
Examiner Name	Changkong, D.				
Sheet	2	of	3	Attorney Docket Number	20009.0133US01 (BS00-354)

NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
	5	"Return on Investment Model", web.archive.org webpage of Norand.com, Feb. 6 1998, pp. 1-5.	
	6	"Norand-Payback", web.archive.org webpage of Norand.com, Feb. 6, 1998, pp. 1-2.	
	7	"Norand-Products", web.archive.org webpage of Norand.com, Feb 6, 1998, pp. 1-5.	
	8	"Norand-Case Study", web.archive.org webpage of Norand.com, Feb. 1998, pp. 1-3.	
	9	Haugen, Dyan L.; Hill, Arthur V; "Scheduling to Improve Field Service Quality", Summer 1999, Decision Sciences, 30, 3: ABI/INFORM Global, pp. 783-804.	
	10	Freedman, David H; "Case Study: Gas Attack", Aug. 25, 1997, Forbes ASAP Supplement, pp. 45-52, Dialog 01485548 01-36536.	
	11	McCarthy, Vince, "The Transformation of the Public Network", March 20, 1995, Telephone, v228n12, pp. 88-100, Dialong 0100552196-54914.	
	12	Paz, Noemi M; Leigh, William; "Maintenance scheduling: Issues, results and research needs", 1994, International Journal of Operations & Production Management, v14n8, pp. 47-69, Dialog 00956565 96-05958.	
	13	Tseng, Paul C; Lewis, Malcom; "Best Practices and Design Tips", April 1999, Contracting Business, v56, n4, p2s84(1), Dialog 06305741 54514903.	
	14	Jewett, Dale.; "Service Call", July 21, 1997, Automotive News, p61, Dialog 05140584 47847132.	

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Substitute for form 1449/PTO		<i>Complete if Known</i>	
		Application Number	09/892,663
INFORMATION DISCLOSURE STATEMENT BY APPLICANT		Filing Date	June 28, 2001
<i>(Use as many sheets as necessary)</i>		First Named Inventor	Smith et al.
		Art Unit	2152
		Examiner Name	Changkong, D.
Sheet	3	of	3
		Attorney Docket Number	20009.0133US01 (BS00-354)

NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
	15	Southerland, Randy; "Not your typical garbagemon", Feb. 2000, Waste Age, 31, 2, ss50, Dialog 11970477 60110303.	
	16	"The Luxury Class Database", April 3, 1995, InformationWeek, n 521, p100+, Dialong 00593604 23168942.	
	17	Ivey, Mike; "Cub: Toughen Penalties vs. Ameritech", Sep. 7, 2000, Madison Capital Times, Madison, Wisconsin, p. 1E, ProQuest ID 59714682.	
	18	Jaffe, Charles; "Gas Supplier takes timing seriously if delivers are late, the product is free". Feb. 5, 1989. The Morning Call, Allentown, PA, p.D.01, ProQuest ID 92485879.	
	19	Lister, Karen; "Improvements cited in Portland cable service", July 21, 1995, Corpus Christi Caller Times, Corpus Christi, TX., Sec. B, p. 2, ProQuest 6892257.	
	20	"Norand-Field Service", web.archive.org webpage of Norand.com., Feb. 6, 1998, pp. 1-2.	
	21	"Norand-Training", web.archive.org webpage of Norand.com., Feb. 6, 1998, pp. 1-2.	
	22	Wood, Michael; "Fighting the paperwork nemesis", Mar. 1996, American Gas, v78n2, pp.32-33, Dialog 01179245 98-28640.	
	23	"Powering better customer service. (Boston Edison implements mobile computing solution)", May 1997, Communication News, v34, 5n, p50(2) Dialog 02070908 19414033.	
	24	Kosseff, Jeffrey; "Service Delays May Lead to AT&T Fine", Jul. 18, 2001, The Oregonian, Portland, OR., pg. C.01. ProQuest ID 75527844.	

Examiner Signature	Date Considered
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